

Shared Services And Business Process Outsourcing In Germany

Author Joe Tawfik presents an assured collection of valuable insights in Experience My Brand that are based on his 25-plus years in senior management. His expertise as CEO of business services companies in particular underlies his assertion that to differentiate itself in the age of digital disruption, a company must make branded customer experience part of its corporate strategy. Rather than relegate customer experience management to any one part, such as marketing, it must become "embedded within a company's DNA." You will learn through detailed analysis and real-world illustrations how to:

- Analyze, Design, and Measure Customer Experience
- Implement Superior Customer Experience Initiatives
- Consider how Customer Experience Will Change and Transform the Future With its plentiful tables and figures to complement the text.
- Experience My Brand puts theory into practice in a way that will keep you alert and engaged.
- Experience My Brand's unique message makes it a must-have guide for senior managers and their teams who seek to strengthen this critical aspect of their businesses as well as anybody wanting to learn about this increasingly important field.

 This book constitutes revised on-line papers from the 14th International Global Sourcing Workshop 2019, held in Oberburgl, Austria, in December 2019. The 10 contributions included were carefully reviewed and selected from a total of 36 submissions. The book offers a review of the key topics in sourcing services, populated with practical frameworks that serve as a tool kit to students and managers. The range of topics covered in this book is wide and diverse, offering various perspectives on the employment of digital technologies in the context of sourcing services. More specifically the book examines sourcing decisions and management practices around digital platforms, robotic process automation and blockchain, giving specific attention to digital aspects of innovation in sourcing.

eBook: Management Accounting for Business Decisions
 This book constitutes the refereed proceedings of the 5th International Conference on Business Process Management, BPM 2007, held in Brisbane, Australia, in September 2007. The papers are organized in topical sections on business process maturity and performance, business process modeling, case studies, compliance and change, process configuration and execution, formal foundations of BPM, business process modeling and semantics, and process modeling.
 Handbook on Business Process Management 1
 Software Services for e-World
 Shared Services in Finance and Accounting
 Shared Services as a New Organizational Form
 CFO Insights
 Essentials of Shared Services
 Enabling High Performance Through Leading Practices for Finance ERP
 In managerial literature the challenges of ramping-up, growing and enhancing a (Finance) Shared Services Organization are regularly neglected. Therefore, the compilation will address two objectives: First, based on a generic phase model of an SSO 's' development, frequently arising questions related to the management of SSOs shall be systematically discussed and practicable solutions derived. Secondly, a picture of the future of SSOs shall be elaborated, resulting in new future management implications.

Outsourcing is here to stay. It is inextricably linked to the globalization of business. International trade networks continue to connect the world 's economies and organizations increasingly turn to partners, often through outsourcing, to help them:

- better leverage what they are best at,
- gain greater flexibility and reach and
- drive down their overall business costs and risks.

 The Harvard Business Review lists outsourcing as one of the most important new management ideas and practices of this century. This substantial title is the official version of the Outsourcing Professional Body of Knowledge by IAOP (International Association of Outsourcing Professionals). In short: OPBOK. This is the official publication of OPBOK Version 10. This new version has been revised on these points:

- New appendix on applicable Rules and Regulations, applicable to all countries.
- Updated Standards to eSCM-SP and eSCM-SP capability models.
- New and updated definitions on various forms of outsourcing, graphics, and templates.
- More detailed discussions on various outsourcing geographies, renewing and exiting agreement options, change management, multi-sourcing management and roles of PMO, and other new trends in outsourcing.
- Also, this Version 10 of OPBOK identifies the best practices of outsourcing professionals around the globe and presents the reader with a complete and practical guide to this emerging, complex discipline. It gives readers full guidance on the critical ' make or break ' factors in any outsourcing program:
 - governance and defining a strategic approach to Outsourcing,
 - identifying and communicating business requirements,
 - selecting and qualifying providers,
 - gaining internal buy-in, creating project teams,
 - value assessment (value for money and return on investment).

 This authoritative title provides an invaluable resource for any outsourcing professional: the best practice guidance is complemented by practical checklists and templates. Readers can therefore apply rigorous disciplines to ensure internal and external requirements are fully considered and implemented at each stage of the process. To support the application of OPBOK in organizations, the templates in Appendix A are also available as separate publication: Outsourcing Professional Body of Knowledge: OPBOK Version 10 – Templates (978 94 018 0536 0) will become a key desktop resource for successful outsourcing professionals who achieve corporate and personal goals in this field. * There is also a template available. This Template is a Word file: to be used with Microsoft Office 2010 and more recent versions. * This template is only available via Van Haren Publishing. * These Templates are additional material to the VHP publication: ISBN 978 94 018 0536 0 * a href=" /9789401800060">klmk hier
 Why This Book is Critical To Your Company to Reach Peak Financial Performance Many companies have been around for a long time. Some have outperformed others. Why? What is the difference between those companies that are doing well and those that are not? Leadership and strategy certainly play a role, but what is equally important is the system and infrastructure of the company. The right system impacts all stakeholders: employees, suppliers, customers, etc. The right system can help a company reach its optimal financial performance. This book will help C-suite executives, business owners, and entrepreneurs optimize their company profits, turn around flagging companies, build a legacy, and increase shareholder value, all without making you feel overwhelmed, stressed, and frustrated. This system will help you improve your company profits MASSIVELY. This book will guide you on how to diagnose your company by finding the root cause of the problems, not just on the surface, but deep within it. It will also provide you with a cure by giving solutions to these problems. Finding the right root cause problems will help you implement the right solution. InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects.

How Successful Companies Develop Loyal Customers and Increase Profits
 Handbook of Research on Innovative Technology Integration in Higher Education
 Introduction, Methods, and Information Systems
 Efficiency and reform in government corporate functions through shared service centres
 From Basics to Best Practices
 Nine Keys to World-Class Business Process Outsourcing
 14th International Workshop on Global Sourcing of Information Technology and Business Processes, Global Sourcing 2019, Oberburgl, Austria, December 18–21, 2019, Proceedings
 Designing effective organizations is a key challenge for companies in particular in the fast-moving business world of today. The late 1990s and early 2000s have seen multiple Organization Management innovations applied successfully such as Business Process Outsourcing, Shared Services and Offshoring. Advanced techniques such as Balanced Scorecards and integrated Planning Systems have become effective enablers for strategy execution. This book spans a framework from strategy definition and designing strategy-compliant organizations to monitoring effective implementation and Performance Management. On this journey basic principles of Organization Management are discussed in detail and at the same time state-of-the-art Best Practices are highlighted. A set of to-the-point case studies demonstrate how leading-edge companies make effective use of the concepts discussed. The approach of the book is of great use for both students studying Organization Management practices and experienced business experts in search of the latest thinking and tools to enhance Organizational Effectiveness - and everybody in between. Instant access to electronic eBook edition available. Click on Dreset eBooks logo to the left.
 Shared Service Centres/Delivering Value from More Effective Finance and Business Processes/Financial Times/Practise: Hall
 What works, why it works, and how to evaluate a shared services program Shared services, a form of 'internal outsourcing,' enables corporations to achieve economies of scale by creating a separate entity in the company to perform specific internal services, such as payroll, accounts payable, travel and expense processing, etc. Essentials of Shared Services provides a quick, concise overview of shared services fundamentals, bringing senior-level executives up to speed so that they make the right decision. Bryan Bergeron provides a foundation of shared services from a historical, economic, technical, and customer perspective, showing how shared services can impact a corporation's bottom line, both long and short term. He delivers specific recommendations that can be used to establish and manage a shared services effort and includes a variety of examples of programs that work and those that do not.
 A rich database of over 2,200 outsourcing arrangements, studied across sectors and geographies, and over time, from inception, through contract signing, to outcomes. This book has unparalleled insight into the robust practices that have been proven effective and again.
 Agriculture, Rural Development, Food and Drug Administration, and Related Agencies Appropriations For 2006, Part 7, March 9, 2005, 109-1 Hearings, *
 From Information Systems to BPO and Offshoring
 Experience My Brand
 Finance Bundling and Finance Transformation

Business Process Outsourcing
 The Practice of Outsourcing
 Corporate services provide often vital support to the delivery of effective and efficient public services, and cover such areas as finance and accounting, human resources, procurement, information technology, facilities and estates management. Sir Peter Gershon's review of public sector efficiency (available on the HM Treasury website, http://www.hm-treasury.gov.uk/media/C/A/efficiency_review120794) identified benefits from shared services, but found that departments' efficiency targets did not include savings specifically from shared corporate services. This NAO report has been conducted to take account of developments between the 2004 Spending Review (Cm.6237, ISBN 9780101622728) and the 2007 Comprehensive Spending Review (Cm. 7227, ISBN 0101022729) on shared services and focuses mainly on finance and human resources, which are generally the more developed areas of shared service in the public sector. The publication is divided into four parts, and looks at general and specific areas, including: the potential of shared services in the public sector; the problems of customer satisfaction experienced by the NHS and HM Prison Service with shared services; the variable progress across government; the lack of a clear overview from the Cabinet Office on shared services. The NAO has also set out 9 recommendations, including: public bodies should streamline their corporate service processes in line with best practice; they should also improve how they analyse the performance of their corporate services and whether there are more cost-effective ways to obtain such services; Departments should increase public transparency of corporate service performance.

"One of the ways companies are looking for competitive advantage in this frenetic [business] environment . . . is through the use of a tactical technique called shared services. . . . In this book, we bridge [the] chasm between the theory of how a shared services operation 'ought to' work and the practical issues involved in how to make it work, how to carry out a successful implementation of a shared service operation in your business.'"--from the Preface. Gaining competitive advantage in today's fierce business environment requires focus throughout the company on value, as well as on quality, speed, and service. In the quest for superior performance, a growing number of companies are now turning to shared services, a tactical technique by which corporations can organize financial and other transaction-oriented activities to reduce costs and provide better service to business unit partners. Written by four authorities, three PricewaterhouseCoopers consultants and the executive who has directed the shared service efforts at Lucent Technologies, this comprehensive resource-the first of its kind-examines shared services from the macro issues that compel senior management to embrace this approach through the design and implementation of a shared services environment that leads to increased customer and shareholder value. Of all the tools available for gaining competitive advantage, why shared services? One of the principal reasons is that it creates, through consolidation of often disparate activities, more of a "one company" feel among business units. The benefits of this are twofold: one, it enables companies to show a consistent face to clients and customers, vendors and suppliers, shareholders and potential shareholders; two, it provides increased flexibility to all of the business' operations, allowing corporate leaders to maintain a global perspective while at the same time allowing business unit leaders to take strong, customer-focused actions. Providing both a domestic and global view, Shared Services addresses the full spectrum of issues, including:

- * Assessing whether shared services is right for you-issues to consider, goals to be reached.
- * Getting started-building support, establishing an effective organization, instituting continuous communication.
- * Setting up the infrastructure-billing shared services to business units, dealing with tax and legal entity issues.
- * International challenges-complexity, time zone, legal issues, currency stability, and security.
- * Program and project management-structures, planning, execution, and control.

 A groundbreaking book that examines a timely and important topic, Shared Services is an accessible and thorough guide to what could be a critical component in achieving long-term business success. This comprehensive resource is the first to introduce, explain, and explore shared services, an innovative business strategy that involves centralizing various business units, including accounting and transactional operations, to reduce costs and increase customer satisfaction. Presenting a practical and easy-to-follow blueprint for the smooth and sound implementation of shared services in your organization, Shared Services: Adding Value to the Business Units covers all the fundamentals, from how to get started to proper management techniques.

Ein praktischer Leitfaden von Shared Services und Business Process Outsourcing sowie zur Wahl der richtigen Standorte. Mit konkreten Handlungsempfehlungen und vielen Best-Practice-Beispielen.
 Practical Guide to Human Resource Information Systems (HRIS) is a comprehensive presentation on global HRIS implementations and the associated challenges faced in such global projects. It begins with the basic HR and IT concepts and guides the readers through the complete life cycle of HRIS applications, spanning from planning to execution. Both HR and IT play an equal role in the development of HRIS applications. This book will help students from both HR and IT streams in assimilating the intricacies of implementation of HRIS projects. HR is one of the most popular ERP product implementation topics in today's business world. Its implementation needs a practical discussion using examples from real world. The examples, the case study and discussions in the book follow an international approach rather than discussing only a single country HRIS implementations. A real-life case study that flows through various chapters of the book brings out challenges in the implementation of HR specific projects. In today's global economy, HR is changing fast and dives into areas such as strategy outsourcing, mergers and acquisitions (M & A). This book covers all these areas and other topics that are relevant to today's HR world, providing more value to the readers. It provides illustrations to assist readers in visualizing the topics discussed and in developing a sound understanding of the integration and data aspects of HRIS systems. This book will be useful as a text for a course in HRIS wherever prescribed for the MBA (HR) and MBA (IT) students. The book encourages self-directed study and thought process, based on references provided at the end of each chapter, and hence will also be useful to consultants, HR professionals, and IT professionals working with HR departments.

Outsourcing Professional Body of Knowledge – OPBOK Version 10
 Business Process Management
 Delivering Value from More Effective Finance and Business Processes
 Advanced Outsourcing Practice
 Die moderne Ausgestaltung des Back Office - Wege zu Kostensenkung und mehr Effizienz in Unternehmen
 Shared Service Centres
 Improving Service Delivery
 What do shared service models involve? Which business processes can and/or should be shared? This ASM volume deals with such questions relating to the increasingly popular use of Shared Service Centers in organizations. The volume intends to move beyond debating the relevance of shared services towards more systematic research action. Collection of essays explore shared services in the human resources environment.
 CFO Insights: Delivering High Performance explores the implications of Accenture 's high performance finance research and interprets the link between high performance business and the role of the CFO in delivering this. Written from the perspective of the Chief Financial Officer, the book provides real-world, relevant examples, including flagship interviews with CFOs of high performing businesses. The book also includes industry analyses prepared by the Accenture Strategy and Business Architecture Practice, case studies, and chapters dedicated to the CFO and financial practices of Japan, China, Latin America, and Eastern Europe.
 A nascent industry in the 1990s, business process outsourcing (BPO) has taken India by storm. While this industry has been enmeshed in bad press and myths, the fact remains that it has proved to be an engine of economic growth for India over the last one decade. V. Anandkumar (VAK) and Subhasish Biswas have provided an insider's perspective that will be an invaluable read for the 150,000 'BPOites' that enter this industry every year from second and third-tier cities, and to those that are already working in the industry. This in-depth understanding of the BPO industry is also invaluable for business partners and industry leaders-for those who aim to set up a BPO, or for those keen to sustain the workforce in an industry known for its high attrition rate. The authors have dispelled myths while focusing on challenges, opportunities, and solutions from the perspectives of the employee, employer, and customer. How the industry has touched lives of thousands of youth and turned India into a global superpower makes this a compelling read for all those with a wider interest in the power of transformation.

Shared Service and Business Process Outsourcing - ein Geschäftsmodell mit Zukunft?
 Oh! BPO - Structure and Chaos, Fun and Agony
 Enterprise, Business-Process and Information Systems Modeling
 Handbook on Business Process Management 2
 Out of Site
 Shared Services in Local Government
 Finding the Right Root Cause of Problems to Implement the Right Solutions
 A practical approach to business transformation Fit for Growth? is a unique approach to business transformation that explicitly connects growth strategy with cost management and organization restructuring. Drawing on 70-plus years of strategy consulting experience and in-depth research, the experts at PwC's Strategy& lay out a winning framework that helps CEOs and senior executives transform their organizations for sustainable, profitable growth. This approach gives structure to strategy while promoting lasting change. Examples from Strategy&'s hundreds of clients illustrate successful transformation on the ground, and illuminate how senior and middle managers are able to take ownership and even thrive during difficult periods of transition. Throughout the Fit for Growth process, the focus is on maintaining consistent high-value performance while enabling fundamental change. Strategy& has helped major clients around the globe achieve significant and sustained results with its research-backed approach to restructuring and cost reduction. This book provides practical guidance for leveraging that expertise to make the choices that allow companies to: Achieve growth while reducing costs Manage transformation and transition productively Create lasting competitive advantage Deliver reliable, high-value performance Sustainable success is founded on efficiency and high performance. Companies are always looking to do more with less, but their efforts often work against them in the long run. Total business transformation requires total buy-in, and it entails a series of decisions that must not be made lightly. The Fit for Growth approach provides a clear strategy and practical framework for growth-oriented change, with expert guidance on getting it right. *Fit for Growth is a registered service mark of PwC Strategy& Inc. in the United States.
 The NAO recommended that the Government pursue the sharing of services, including human resources, finance, procurement and payroll, to achieve cost savings. It has been up to individual departments to establish their own arrangements and, between 2004 and 2011, eight major shared service centres emerged. The five centres examined by the NAO were expected to cost £0.9 billion to build and operate but, to date, they have cost £1.4 billion. They were also expected to have saved £159 million by the end of 2010-11. While, in one instance Government has achieved break-even in a time consistent with the private sector, its overall performance has been varied and the two centres that are still tracking benefits report a measured net cost of £25.5 million. Most departmental customers have not acted as 'intelligent customers' and they will need to build in-house capability with enough business and technical understanding to manage the services and work with the centres to achieve efficiencies. Among other findings are that the software systems used in the centres have added complexity and cost; and that, as the use of the centres has been voluntary, departments have struggled to roll-out shared services fully across all their business units and arm's length bodies. The Cabinet Office has recently gained approval for a new strategy and business case. The NAO considers the approach is ambitious and has challenging timescales. The Cabinet Office is actively working with departments on its implementation.

Our increasingly globalized world is driven by shared knowledge, and nowhere is that knowledge more important than in education. Now more than ever, there is a demand for technology that will assist in the spread of knowledge through customized, self-paced, and on-demand learning. The Handbook of Research on Innovative Technology Integration in Higher Education provides an international perspective on the need for information and communication technology in education and training. Highlighting the use of technology in both formal and informal learning, this book is an essential reference for academics, corporate leaders, government agencies, profit and non-profit organizations, policymakers, or anyone interested in the use of technology to educate and share information.
 Offshoring opportunities is on target for today's marketplace—This book provides a much needed framework for offshoring that supports making sound business decisions in this area, and it can help guide the management of the resulting offshore relationship in an efficient and effective manner. John brings clarity and structure to this broad and complex subject."—Jim Maloney Chief Security Executive Corilian Corporation "An extremely well-written and researched book. Starts with a good background on the political and cultural implications of offshoring and proceeds to provide an invaluable guide to take the reader through the sourcing decision and how to make it."—Charly Paelinck Vice President of Application Development Harrah's Casino "We evaluate many different offshoring and site selection decisions each year for our clients, and I encourage every executive faced with these quandaries to consider the strategies discussed in this book. Offshoring Opportunities can be used as a practical review before investing millions, and it may just help you avoid several unintended consequences."—Jay Doherty Principal Mercer Human Resource Consulting
 Shared Services
 Shared Services and Outsourcing: A Contemporary Outlook
 10th IFIP WG 6.11 Conference on e-Business, e-Services, and e-Society, ISE 2010, Buenos Aires, Argentina, November 3-5, 2010, Proceedings
 Strategy, Organization and Performance Management
 eBook: Management Accounting for Business Decisions
 Fit for Growth
 Shared Services and Business Process Outsourcing in Germany
 th ISE 2010 marked the 10 anniversary of the IFIP Conference on e-Business, e-Services, and e-Society, continuing a tradition that was invented in 1998 during the International Conference on Trends in Electronic Commerce, tREC 1998, in Hamburg (Germany). Three years later the inaugural ISE 2001 conference was held in Zurich (Switzerland). Since then ISE has made its journey through the world: 2002 Lisbon (Portugal), 2003 Sao Paulo (Brazil), 2004 Toulouse (France), 2005 Poznan (Poland), 2006 Turku (Finland), 2007 Wuhan (China), 2008 Tokyo (Japan), and 2009 Nancy (France). ISE 2010 took place in Buenos Aires (Argentina) November 3–5, 2010. Known as 'The Pearl' of South America, Buenos Aires is a cosmopolitan, colorful, and vibrant city, surprising its visitors with a vast variety of cultural and artistic performances, European architecture, and the passion for tango, coffee places, and football disc- sions. A cultural reference in Latin America, the city hosts 140 museums, 300 theaters, and 27 public libraries including the National Library. It is also the main educational center in Argentina and home of renowned universities including the U- versity of Buenos Aires, created in 1821. Besides location, the timing of ISE 2010 is th also significant—it coincided with the 200 anniversary celebration of the first local government in Argentina.
 Practical business cases and techniques to help you understand when cloud investments make sense and when they don't. With decision models that are anchored with practical experiences and lessons to guide your decision making.
 Business Process Management (BPM) has become one of the most widely used approaches for the design of modern organizational and information systems. The conscious treatment of business processes as significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities. This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world's leading BPM thought leaders. This second volume focuses on the managerial and organizational challenges of Business Process Management such as strategic and cultural alignment, governance and the education of BPM stakeholders. As such, this book provides concepts and methodologies for the integration of BPM. Each chapter has been contributed by leading international experts. Selected case studies complement their views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM.
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Offshoring Opportunities
 Strategies and Tactics for Global Competitiveness
 Improving corporate functions using shared services
 cross government
 22nd International Conference, BPMDS 2021, and 26th International Conference, EMMISAD 2021, Held at CAISE 2021, Melbourne, VIC, Australia, June 28–29, 2021, Proceedings
 A Guide to Strategic Cost Cutting, Restructuring, and Renewal
 10th Global Sourcing Workshop 2016, Val d'Isère, France, February 16–19, 2016, Revised Selected Papers
 Most of our world-wide today have some kind of shared services concept in place. Over half of the medium and large companies are currently engaged in some kind of shared service project activity. The investment in shared services is always calculated in millions. In other words, the costs of getting it right (or getting it wrong) can be huge. Tom Bengeant's book is a concise blueprint for identifying, assessing, designing, implementing and improving the process for shared services in the finance and accounting function. The author focuses on critical success factors, the people issues involved, and learning from other people's big mistakes. The book includes a variety of real life examples and real benchmarking data, performance metrics and best practices. The section on implementation is based on a proven five-phase methodology and explains the steps and activities involved as well as showing examples of the deliverables and the results you can expect. Any CEO, MD, CFO, Finance Director and senior finance people will find this book a "must-have" guide to the process before they start and an excellent benchmark against which to measure the performance of any existing shared service operation.
 This book contains the proceedings of two long-running events held along with the CAISE conference relating to the areas of enterprise, business-process and information systems modeling: * the 22nd International Conference on Business Process Modeling, Development and Support, BPMDS 2021, and * the 26th International Conference on Exploring Modeling Methods for Systems Analysis and Development, EMMISAD 2021. The conferences were planned to take place in Melbourne, Australia, during June 28–29, 2021, but changed to an online format due to the COVID-19 pandemic. For BPMDS 10 full papers and 1 short paper were carefully reviewed and accepted for submissions for EMMISAD 13 full papers and 1 short paper were accepted from 34 submissions. The papers were organized in topical sections as follows: BPMDS: Improving event data quality in coherence with business requirements; enhancing the value of data in processes improvement; event stream and predictive monitoring; modeling languages and reference models; EMMISAD: Enterprise modeling; handling models and modeling methods; threat and evidence modeling; and model-driven engineering and applications.
 Get practical tools and guidance for financial controllership you can put to immediate use The Controller's Toolkit delivers a one-of-a-kind collection of templates, checklists, review sheets, internal controls, policies, and procedures that will form a solid foundation for any new or established financial controller. You'll get the tools and information you need to master areas like business ethics, corporate governance, regulatory compliance, risk management, security, IT processes, and financial operations. All of the tools contained in this indispensable book were recommended by corporate and business unit controllers from small to medium-sized companies and large, multinational firms. You will benefit from master-level guidance in areas like: Ethics, Codes of Conduct, and the "Tone at the Top" to support ethical behavior The operational and financial aspects of corporate governance The importance of the Committee of Sponsoring Organizations of the Treadway Commission Framework The requirement for entity-level controls The importance of linking the business plan with the budget process The Controller's Toolkit also belongs on the bookshelves of finance and accounting students, executives, and managers who wish to know more about the often-complex world of financial controls.
 Despite the pressure for local councils to follow the lead of the private sector and develop shared service and partnership arrangements, the barriers in terms of culture, differences in priorities across councils and lack of experience are formidable – yet this is the most likely source of meeting government targets for reduced overheads and improved organizational effectiveness. By using extensive case studies drawn from across local councils in England, Ray Tomkinson explains the implications of sharing service delivery, addresses concerns about loss of control and accountability, and demonstrates the potential advantages. He shows how to set up collaborative ventures, formal partnerships, shared service centres or special purpose vehicles, while pointing out possible pitfalls, thus enabling senior managers to follow all the necessary project steps to create an appropriate shared service. It seeks to examine the evidence of the cost, effectiveness and quality improvements achieved from sharings. This ground-breaking book has been written for everyone in local government; it explores the political and cultural barriers, and legislative/legal framework for joint workings, explains how to find an appropriate governance vehicle, and how to gain the consent of partners. Deals with political and managerial concerns, risk aversion and parochial issues, and the possible impact on the reputation and performance of both sharers. Shared Services in Local Government is the only comprehensive study for the UK and it will ensure any public sector organization pursuing this route is able to approach the task of creating a shared service with a real understanding of the issues involved.
 Choosing the Best Cloud Adoption Strategy for Your Business
 Is Your Company Ready for Cloud?
 Shared Services Next Level
 Company Makeover for Massive Profits
 Strategic Alignment, Governance, People and Culture
 Digital Technologies for Global Sourcing of Services
 5th International Conference, BPM 2007, Brisbane, Australia, September 24–28, 2007, Proceedings

"The benefits Carrefour achieved have been substantially in excess of predictions. The Shared Service accounting centers enabled streamlined processes, lowered costs, and introduced standard processes, a standard system, and standard data for a global company. The new infrastructure can support rapid expansion and can add new stores with the flip of a switch. From a systems point of view, Carrefour now has a 'factory' in place to deliver high-efficiency systems, tools, processes, and training." --From Chapter 9, Implementation and Operational Imperatives for ERP "The benefits of efficient information delivery are demonstrated by the results of one of the world's largest mySAP.com implementations. Siemens achieved a twenty-five percent cost reduction through streamlined information delivery and improved access to financial information. It also enhanced its reporting capabilities from seventy percent to nearly 100 percent through increased intranet availability." --From Chapter 3, Financial and Management Reporting Research shows that high-performance businesses and governments use finance technology as one of the capabilities to help executives make better decisions for resource allocation, while at the same time increasing productivity. CFO Insights: Enabling High Performance through Leading Practices for Finance ERP includes a number of case studies and lessons learned from Accenture clients across a variety of industries that have implemented, upgraded, and operated Oracle/PeopleSoft and SAP. Each case study highlights vital thoughts, benefits, and considerations and provides relevant guidance as one proceeds with an ERP on the journey toward high performance.
 A close look at the main developments in IT, business processes and offshore outsourcing. This book studies these topics in both theory and practice, exploring the rising prominence of outsourcing with a multi-dimensional, contextual perspective.
 This book constitutes the revised selected papers from the 10th Global Sourcing Workshop held in Val d'Isère, France, in February 2016. The 11 papers presented in this volume were carefully reviewed and selected from 47 submissions. The book offers a review of the key topics in outsourcing and offshoring of information technology and business services offering practical frameworks that serve as a tool kit to students and managers. The range of topics covered is wide and diverse, but predominantly focused on how to achieve success in shared services and outsourcing. More specifically, the book examines outsourcing decisions and management practices, giving specific attention to shared services that have become one of the dominant sourcing models. The topics discussed combine theoretical and practical insights regarding challenges that industry leaders, policy makers, and professionals face or should be concerned with. Case studies from various organizations, industries and countries such as UK, Italy, The Netherlands, Canada, Australia and Denmark complete the book. As organisations struggle to create and sustain shareholder value, executives are continually challenged to deliver effective business processes. Increasingly today's market requires companies to standardise operations in order to remain competitive. And, an effective way of keeping costs down and improving efficiency is by moving certain functions to one central location. An increasingly popular and effective way of meeting this challenge is to establish a shared service centre. This briefing explains how and why more and more organisations are turning to shared services solutions. It explains how organisations can tap into the wealth of opportunities that shared services provides by clearly outlining processes for evaluation, planning and implementation. It examines the structural diversity of shared service centres and the role that good centre design plays in the quest for really effective shared services. Shared Service Centresconsiders the face of shared services today and tomorrow – and looks at the challenges posed by the market place, increased customer expectations, and the resulting boom. Providing practical, experience-driven examples and offering sample presentations, tools and templates for immediate use, this briefing offers expert advice on the process, tools, design and implementation of shared service centres. Essential reading for those considering implementing SSCs, as well as those interested in revamping existing SSC operations. This briefing will help you to: understand the shared services approach explore the strategic issues that inform the SSC decision become familiar with the management, technological, and process challenges develop a unique methodology or framework to support SSC deployment deploy a shared services culture which supports sustainable value creation employ best practice processes and systems investigate the opportunities for e-shared services and business process outsourcing

Rethinking ITO, BPO and Cloud Services
 Delivering High Performance
 Common Cause: Shared Services for Human Resources
 The Controller's Toolkit
 An Inside Look at HR Outsourcing
 Practical Human Resource Information Systems
 Shared Services, Business Process Outsourcing and Offshoring
 Business Process Outsourcing (BPO):the sourcing of business services through external third parties-is a global phenomenon, which generated nearly \$300 billion worldwide in 2012. BPO is highly IT-enabled, and on a growth trajectory that impacts across functions of major, medium and small enterprises, including procurement, human resources, accounting and finance, sales, marketing, legal, asset management and key administrative processes. Despite this size and spread, BPO services and the ability of clients to manage their providers, are still evolving and have a mixed record. In the course of their research, the authors have found only 20% of outsourcing arrangements are world-class performers. A further 25% are 'good', 40% are 'OK' and 15% are 'poor'. This book pinpoints and describes in detail the effective practices that characterize the top global BPO performers, including Microsoft, BP, EMC and TalkTalk. The authors provide case illustrations and examples throughout of how world-class practices were generated and evolved, and how they can be applied to real life settings and problem areas.
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